

Dear Members of the City Council,

The following is a summary of recent activities covering the past week:

### **Code Enforcement**

**2900 Block of Century PL:** Transient camp between business and freeway. **Occupants contacted, one arrest, area posted with order to vacate. Caltrans to clean any items/trash/debris left after vacate.**

**700 Block of Baker:** Transients camping, urinating, defecating, vandalizing business property and causing fear among clients/customers. **Meeting was conducted with business owners/managers to discuss plan of action. Police were not getting called when illegal activity was observed. Owners/managers agree to be proactive with reporting to PD, installing trespass signage and enclose areas prone to illegal activity.**

**1500 Block of Elm:** Transient male camping on private property. **For the past week, known male has been observed acting very erratically. Male contacted and established an appointment with County Mental Health. Male was accompanied to Mental Health evaluation and referred to substance abuse clinic.**

**2100 Block of Newport Blvd:** Reports/observations of transient encampment in business parking lot. **Group contacted and cleared the area. PD to monitor.**

### **Outreach**

**Emergency & Permanent Housing:** Resident client was placed in emergency housing at a local motel and was linked with Permanent Supportive Housing this week.

**Housed Independently:** A Costa Mesa Homeless Resident, recovering from an alcohol addiction, has found a rental room at a friend's house.

**Housed:** An elderly client was linked to a senior nonprofit housing provider.

**Linkage Medical:** Housed client submitted paperwork to doctor to assist in her Social Security disability appeal case.

**Linkage Social Services:** Family from Las Vegas contacted Outreach for general assistance. Outreach provided family with housing and financial resources. Outreach discussed reconnection options with family.

**Linkage Social Services:** Outreach completed social services documentation with chronically homeless and disabled resident client for food stamps eligibility.

**Linkages Social Services** Outreach met with police-referred, chronically homeless and disabled client to apply for Social Security.

**Linkage Social Services:** Resident client's medical insurance expired. Outreach contacted county social services to set up appointment with client. Additionally, Outreach did a housing assessment to see if she qualifies for Permanent Supportive Housing.

**Linkage Social Services:** Client met with Outreach for assistance with citation tickets. Outreach linked client to Homeless Court for legal assistance.

**Linkage Social Services:** Outreach met with severely ill resident client and contacted Social Security regarding client's benefits status. Additionally, Outreach provided transportation for client to attend medical and lab appointments and provided client with a free Identification card voucher.

**Linkage Medical:** Outreach linked client to medical insurance resources which will assist her in purchasing affordable prescription medication. Outreach will meet with insurance provider and client to ensure that client understands her prescription coverage.

**Linkage Medical:** Outreach met with chronically homeless and disabled client at a doctor's appointment for a follow up. Physician made referral for podiatrist and Outreach delivered prescriptions to client. Outreach also started application for reduced-fare/disabled public transportation ID.

**Linkage Medical:** Outreach met with resident client and rescheduled missed doctor's appointment. This appointment was made for the purpose of obtaining housing documentation/disability verification.

**Linkage Medical:** Outreach was informed that a client was diagnosed with a serious illness. Outreach made both medical and surgical appointments for client and is working to get client's vehicle out of impound and into storage.

**Linkage Mental Health:** Outreach made appointment and linked county mental health service providers to chronically homeless and disabled client for a mental health evaluation.

**Linkage Mental Health:** Outreach met with chronically homeless resident client and housing specialist at mental health agency to get pet certified for housing.

**Linkage Mental Health:** Outreach and OC Mental Health made arrangements to link homeless client to a homeless shelter in Santa Ana. Client was finally admitted to this homeless shelter after several unsuccessful attempts. Outreach was informed that with client's successful admission, he will be connected to mental health services.

**Linkage Mental Health:** Code Enforcement contacted Outreach regarding a transient female recovery home drop out who is in need of a reconnection. Outreach met with client and contacted her mother. Client indicated that she was not ready to be reconnected and will contact Outreach when she is. Outreach provided client with mental health resources.

**Linkage Documentation:** New client met with Outreach for assistance in obtaining an identification card. Client is from Cypress and needed to go to San Clemente to stay with her niece.

**Linkage Documentation:** Submitted housing documentation to doctor for chronically homeless client trying to get pet certified for housing.

**Linkage Documentation:** Outreach went to doctor's appointment where chronically homeless client did not show up. However, Outreach was able to submit housing documentation to the doctor to fill out and return.

**Linkage Other:** Outreach has linked a housed client to a gas voucher to assist with transportation.

**Linkage Other:** Police-referred, chronically homeless and disabled client came by office to re-apply for a free phone. Outreach completed and submitted application online.

**Linkage Other:** Outreach worked with local program director to order chronically homeless and disabled client a taxi to emergency shelter for county services.

**Linkage Other:** Outreach submitted paperwork for an eye appointment through Trellis for a recently housed client.

**Linkage Other:** Outreach received a call from Police that a client went missing from a skilled nursing facility. Outreach called the skilled nursing facility and was told that client is not allowed back unless he is referred by a physician. Outreach contacted client, explained the skilled nursing facility referral process and provided client with resources to local homeless shelters. Outreach will look for room rentals for client.

**Linkage Other:** A caregiver to an elderly couple met with Outreach seeking housing navigation assistance. Outreach gave the caregiver resources for senior living.

**Linkage Other:** Outreach met with client who was offered help through a program which accompanies his new insurance plan. Outreach helped client set goals and created a plan to reach those goals.

**Other:** Outreach sent a client to a local emergency room last week and client was admitted voluntarily for mental health treatment. At time of release, Outreach was contacted by hospital

social worker regarding client's discharge plan. Outreach will work with client to ensure that she complies with the hospital's discharge plan.

**Other:** Outreach was informed, through a mentor that a client wants to be released from an assisted living facility due to a potential move-in of a roommate. The mentor advocated for the client with facility personnel and urged to have roommate placed somewhere else.

**Other:** Outreach was informed that an elderly client had passed away. Outreach will work with his wife to find affordable room rentals or apartments.

**Other:** Outreach was contacted by a nursing home regarding a client's discharge plan. Outreach advised the nursing facility to contact his doctor, as orders were put in place for the client to go to a recuperative care facility. Outreach will follow up with nursing home to check on client's status.

**Field Support:** Outreach collaborated with Police and the Psychiatric Evaluation Response Team (PERT) to assist a new client originally from Santa Ana. Client had active warrants and an infectious disease. Outreach provided client with a bus pass to his community of origin.

### **Network for Homeless Solutions**

Rick and Muriel met with Director of Community Health, Emergency Room Nursing Director, and Social Work staff from Hoag to discuss better notification procedures for Costa Mesa homeless who are treated in the ER. Also discussed in-service training opportunities. Overall, this was a very productive meeting.

Rick and several members of the NHS team and Trellis attended the showing of a documentary on homelessness in Costa Mesa at Christ Lutheran Church on Thursday evening. The group then sat on a panel to answer questions and provide information on volunteering opportunities.